

Agenda Date: 6/18/03  
Agenda Item: VII A



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center**  
**Newark, New Jersey 07102**  
**www.bpu.state.nj.us**

Customer Assistance

IN THE MATTER OF JOYCE J. CAULEY, )  
PETITIONER v. TALK.COM HOLDING )  
CORPORATION, a/k/a TALK AMERICA, )  
INC., RESPONDENT )

ORDER ADOPTING  
INITIAL DECISION

BPU Docket No. TC01090590U  
OAL Docket No. PUC 1845-03

(SERVICE LIST ATTACHED)

BY THE BOARD:

On September 26, 2001, Joyce J. Cauley (Petitioner) filed a petition with the Board of Public Utilities (Board) for a hearing in regard to a billing dispute with Talk.com Holding Corporation, now known as Talk America, Inc. (Respondent). On November 8, 2001, Respondent filed an answer denying the allegations.

On February 3, 2003, the Board transmitted this matter to the Office of Administrative Law (OAL) for determination and initial disposition as a contested case pursuant to N.J.S.A. 52:14B-1 et seq. and N.J.S.A. 52:14F-1 et seq. The matter was assigned to Administrative Law Judge (ALJ) Elinor R. Reiner.

During the pendency of this matter at the OAL, the parties engaged in negotiations and executed a Stipulation of Settlement. The settlement was submitted to the ALJ for review. On May 19, 2003, ALJ Reiner filed her Initial Decision with the Board, recommending that the settlement be approved. The ALJ found the settlement to be voluntary, consistent with the law and fully dispositive of all issues in controversy. The ALJ therefore concluded that the settlement met the requirements of N.J.A.C. 1:1-19.1.

The settlement provides that Talk America, Inc. will pay Ms. Cauley the sum of \$500.00 within 30 days in full resolution of this matter.

After review, the Board FINDS that the terms of the settlement are fair and reasonable. Therefore, the Board HEREBY ADOPTS the Initial Decision and Stipulation of Settlement in their entirety, incorporating the terms thereof into this final decision as if fully set forth at length herein.

DATED: 6/20/03

BOARD OF PUBLIC UTILITIES  
BY:

SIGNED

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JEANNE M. FOX  
PRESIDENT

SIGNED

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FREDERICK F. BUTLER  
COMMISSIONER

SIGNED

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CAROL J. MURPHY  
COMMISSIONER

SIGNED

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CONNIE O. HUGHES  
COMMISSIONER

SIGNED

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JACK ALTER  
COMMISSIONER

ATTEST:

SIGNED

KRISTI IZZO  
SECRETARY

Joyce J. Cauley v. Talk.com Holding Corporation (a/k/a Talk America, Inc.)

BPU Dkt. No. TC01090590U  
OAL Dkt. No. PUC 1845-03

**SERVICE LIST**

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